GOVERNMENT OF INDIA
HOME AFFAIRS
LOK SABHA

UNSTARRED QUESTION NO:694
ANSWERED ON:07.02.2017
Grievances Redressal System
Chandrakasi Shri M.

Will the Minister of HOME AFFAIRS be pleased to state:

(a) the mechanism for monitoring the functioning of grievances redressal system in Central Armed Police Forces (CAPF);

(b) whether the Government has taken note of service related grievances publicized recently by the personnel of CAPF and if so, the follow-up action taken thereon;

(c) whether the Government proposes to bring about an independent grievances redressal system in all organised institutions including CAPF for boosting the morale of personnel and to ensure better efficiency; and

(d) if so, the details thereof?

Answer

MINISTER OF STATE IN THE MINISTRY OF HOME AFFAIRS
(SHRI KIREN RIJIJU)

(a): Each Force has its own Grievance Redressal mechanism in operation and all complaints are duly enquired into and necessary action is taken. Multiple channels like personal hearing, letters, e-mails, SMS
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have been provided to force personnel for lodging their grievances. These grievances are redressed at different levels i.e. Zone, Sector, Range & Units levels depending on the nature of grievance.

(b): The grievances publicized by the personnel of CAPFs/AR have been reported and the forces concerned have taken requisite follow-up action by way of inquiry for resolution of grievances as per Rules.

(c) & (d): To address the personal as well as official problems & complaints of the Force personnel, each of the CAPFs and AR already has a proper grievance redressal mechanism at all levels. Further, force have been advised to review their internal grievances redressal system and take proactive measures to ensure that grievances are brought to the notice of seniors and suitably addressed, rather than in public.

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